

SAMPLE – USAJOBS RESUME BUILDER

Karen Jamison
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Country of citizenship: United States of America
Veterans' Preference: No
Highest Grade: E-SV-1802, 11/2007-Present
Contact Current Employer: Yes

DESIRED LOCATIONS

US-NJ-Northern

US-NY-Long Island
US-NY-New York City

WORK EXPERIENCE Transportation Security Administration 11/2007 - Present
Jamaica NY US

Grade Level: SV-1802-E
Salary: \$36,000 USD Per Year
Hours per week: 40

Capital letters highlight important qualifications. Note that most important information comes at the top of the description block.

TRANSPORTATION SECURITY OFFICER

LEADERSHIP: Chosen to serve as ACTING LEAD based on exemplary performance. Monitor, direct, and rotate duties of 6 screening personnel to ensure established goals and priorities are met. Gain compliance, teamwork, and cooperation. Maintain an open line of communication between Supervisors and Transportation Security Officers. Make responsible decisions regarding prohibited and hazardous items.

SECURITY SCREENING: Perform thorough screening of individuals and baggage at extremely busy checkpoint. Detect unusual behavior in passengers and perform additional screening based on Standard Operating Procedures. Identify dangerous and prohibited items. Operate, calibrate, and perform alarm resolution on screening equipment including the X-Ray Machine, Explosive Threat Detection, Explosive Detection System, Walk Through Metal Detector, and Hand Held Metal Detector.

CUSTOMER SERVICE / COMMUNICATION: Inform passengers of the rules and regulations to help them through the screening process quickly and less stressfully. Confidently interact with agitated passengers with a calm and professional voice. Treat each passenger with respect, and help them with their individual needs. Maintain communication with stakeholders and passengers.

MULTI-TASKING: Concurrently perform task at hand while maintaining acute domain awareness. Adapt and respond to continuous changes in the Standard Operating Procedures and to the diverse needs of the passengers. Worked between JFK and spoke airport at the same time thus obtaining certifications in screening of passengers and their accessible property as well as screening of their checked baggage.

ACCOMPLISHMENTS/AWARDS

- + 1 of 20 Dual-function certified Transportation Security Officers out of 300 Transportation Security Officers at JFK, 2009.
- + Hand-picked by supervisors to serve as part of an airport-wide screening team for the Philly's baseball team, 2008
- + Certificate of Appreciation from Federal Security Director as the only Officer to pass a "Red Team" test, 2008
- + 8 hour "Time Off" Award for teamwork, guidance to others, flexibility, knowledge, skills and performance, 2008
- + 8 hour "Time Off" Award for catching a "Red Team" IED test, 2008

(Contact Supervisor: Yes, Supervisor's Name: Patricia Young, Supervisor's Phone: 718-333-4444)

Accomplishments have increased impact when presented in the context of a job.

Bronx County Sheriff's Office
Bronx NY US

6/2007 - 8/2007

Salary: N/A USD Per Year
Hours per week: 25

CRIME SCENE TECHNICIAN INTERN

ACCEPTED INTO HIGHLY SELECTIVE 200+ HOUR INTERNSHIP. Successfully completed stringent interview and selection process including polygraph, drug test, and required faculty recommendations.

DEMONSTRATED ATTENTION TO DETAIL when processing crime scene evidence, crime scene investigations and comparing latent fingerprints. Photographed and measured crime scenes to give an accurate representation of the scope of the crime scene. Trusted by supervisors to work independently based on competencies, prior work experience, and superior academic performance. As a member of the crime scene investigative unit, helped co-workers complete their duties in a timely manner.

ACCOMPLISHMENTS

- + Requested by the Bronx County Sheriff's Office to extend my employment beyond the final internship date in order to assist with processing evidence for a federal drug case.
- + Responded in a professional manner while working in traumatic crime scenes and attending autopsies.

(Contact Supervisor: Yes, Supervisor's Name: Sergeant Stella Smith, Supervisor's Phone: 718-333-4444)

Outback Steakhouse
New York NY US

5/1999 - 10/2007

Salary: \$18,000 USD Per Year
Hours per week: 20-40

HEAD WAITRESS / BARTENDER

CUSTOMER SERVICE / CONFLICT MANAGEMENT: Tactfully dealt with difficult and irate customers. Diffused emotional situations by listening carefully, staying calm, and maintaining a positive attitude while addressing customers' concerns. Constantly communicated with guests whether informing them of the specials or keeping them satisfied. Skillfully interacted with people of different nationalities.

LEADERSHIP / MULTI-TASKING / TEAMWORK: Prioritized and orchestrated job functions of 8 wait staff under high-stress conditions while maintaining composure and making quick decisions. Mixed and poured drinks for my guests and the rest of the guests in the restaurant while taking orders, delivering food, greeting guests, keeping beverages filled, continually checking on guests, getting them what they need, cashing out guests, and clearing tables.

ACCOMPLISHMENTS/AWARDS

- + Promoted to Supervisor after 8 months based on maturity and professionalism.
- + History of repeat and new customers requesting my service as their waitress.
- + During 8-year tenure, was selected as Employee of the Month 15 times by coworkers and management.

(Contact Supervisor: Yes, Supervisor's Name: Raymond Jones, Supervisor's Phone: 781.222.2222)

Suffolk County Community College
Suffolk NY US

1/2004 - 5/2004

Salary: N/A USD Per Year
Hours per week: 30

RESIDENTIAL ADVISOR

DECISIVENESS / COMMUNICATION: Ensured the safety and comfort of 20 students living in the dorm. Served as primary point person for Campus Security. Communicated and enforced dormitory rules set forth by the College. Served as liaison between students and administration to resolve and address students' questions, concerns, or complaints. Entrusted with master keys to all the dormitories.

Look for transferable skills in unrelated jobs.

DETAIL ORIENTATION: Inspected dormitory rooms prior to and following student check in/out. Recorded any damage done to property. Provided administrative support through data entry and record management.

(Contact Supervisor: Yes, Supervisor's Name: Mardi Holmes, Supervisor's Phone: 718-555-1234)

EDUCATION

John Jay College of Criminal Justice

New York, NY US

Bachelor's Degree - 5/2008

Major: Criminal Justice

GPA: 3.7 out of 4.0

Relevant Coursework, Licensures and Certifications:

ACADEMIC HONORS / DISTINCTIONS

Member of Phi Theta Kappa Honor Society 2006-2008

National Dean's List 2006-2008

Suffolk County Community College

Suffolk, NY US

Associate Degree - 5/2004

Major: Criminal Justice

Relevant Coursework, Licensures and Certifications:

ACADEMIC HONORS / DISTINCTIONS

New York Merit Scholarship 2000

President's Education Awards Program 2000

Eastern Suffolk Vocational Technical School

Brentwood, NY US

High School or equivalent - 5/2000

Major: Law Enforcement Vocational Training

Relevant Coursework, Licensures and Certifications:

ACADEMIC HONORS / DISTINCTIONS

Dual enrolled/earned college credits while in high school 1998-2000

JOB RELATED TRAINING

CERTIFICATIONS

2007, 2008

X-Ray Image Proficiency

Walk-Through Metal Detector

Physical Bag Search

Hand-Held Metal Detector

Full-Body Pat Down

Explosive Trace Detection

Fraudulent Documents

JOB RELATED TRAINING

TSA Basic Screener, 40 hours of classroom training; 60 hours of on-the-job training, 2007

TSA Basic Checked Baggage Screening, 4 hours of classroom training; 35 of on-the-job training, 2008

TSA Baggage Screener Basic L3 Version 2.9, 8 hours of classroom training; 40.5 hours of on-the-job training, 2008

TSA L3 Version 2.9 with OSARP, 13 hours, 2008

Conflict Management Essentials, 4 hours, 2007

Travel Document Checker Behavior Awareness, 2008

Hazardous Materials Awareness, 2008

Improvised Explosive Device Training, 2008

Exit Lane Monitor Training, 2008

Customer-Focused Security, 2008

Numerous TSA Transportation Intelligence Gazettes

Successfully completed over 40 Online Learning Center courses to date

COMPUTER SKILLS

Microsoft Office: Word, Excel, Outlook, PowerPoint, Access

LANGUAGES

Spanish
Spoken: Intermediate
Written: Intermediate
Read: Intermediate

REFERENCES

Patricia Young	Transportation Security Administration Supervisory TSO
Phone Number:	718-333-4444
Reference Type:	Professional
Stella Smith	Bronx County Sheriff's Office Sergeant
Phone Number:	718-333-4444
Reference Type:	Personal
Raymond Jones	Outback Steakhouse Operations Manager
Phone Number:	781-222-2222
Reference Type:	Professional

**ADDITIONAL
INFORMATION**

In USAJobs Resume
Builder, qualification
highlights can be added
to the additional
information section

QUALIFICATIONS
Committed, conscientious DUAL-FUNCTION Transportation Security Officer dedicated to a career with the Transportation Security Administration. Commended for keen ATTENTION TO DETAILS and exceptional OBSERVATION SKILLS at a checkpoint that averages 10,000 national and international passengers a day. Reputation for DECISIVENESS, FLEXIBILITY, HONESTY, and the ability to stay CALM AND FOCUSED in stressful situations. Well developed COMMUNICATION and INTERPERSONAL SKILLS from over 8 years experience in a fast-paced CUSTOMER SERVICE environment. Strong follow-through and time management skills helped to earn a B.S. in CRIMINAL JUSTICE with top honors while working full-time. Financed 100% of my education. Loyal, possess strong common sense with a keen sense of humor, and commitment to a job well done.